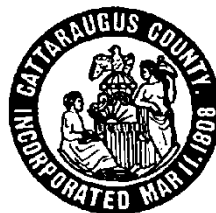




Annual Report 2026



NY Connects
Your Link to Long Term
Services and Supports



**Presented at Public Hearing
August 20, 2026**

**Cattaraugus County
Department of the Aging/NY Connects**
An Aging and Disabilities Resource Center
Advocacy, Action, Answers on Aging

Bonnie Saunders, Director

LETTER TO THE LEGISLATURE AND COMMUNITY

I am honored to present to you the Cattaraugus County Department of the Aging's 2025-2026 public hearing.



Each year, Older American's Month led by the Administration for Community Living, recognizes the contributions of older adults while highlighting the importance of healthy aging. This annual observance celebrates the strength, wisdom, and vitality older adults bring to our communities.

This year's theme, "Champion Your Health," emphasizes prevention, wellness, and personal responsibility. It encourages individuals to take an active role in their well-being through preventive care, healthy lifestyle choices, and staying socially connected.

Our department supports the Champion Your Health initiative through a wide range of programs and services. These include, but are not limited to, nutrition programming such as congregate, grab n go, and home-delivered meals; Medicare health insurance counseling, including information on preventive care; and evidenced-based programs such as Tai Chi for Arthritis, Bingocize, and Walk With Ease.

Additional supports include health promotion services; volunteer opportunities that foster social connections, home care programs that help individuals remain safely in their homes; caregiver support; access to assistive devices; and screening and referral services that connect older adults to community-based programs. Together, these efforts enhance older adults' ability to meet their economic, health, and social needs while promoting safety and independence in their homes.

Our annual report offers an abstract/summary of the department's activities, funding and program highlights. It provides visual information including data and goals for the year ahead. Our department plays a key role in supporting this vision. We provide and coordinate services that help older adults and their families remain independent for as long as possible. Through advocacy, program development, volunteer opportunities, and the delivery of person centered, cost-effective services, we aim to Champion Your Health.

I am grateful for the dedication of county leaders, volunteers, staff, caregivers, and the older adults of Cattaraugus County. Together, let's continue to "**Champion your Health**".

Respectfully,

Bonnie E. Saunders, Director

LEGISLATURE 2026 (Current)

M. Andrew Burr, Chairman,
Cattaraugus County Legislature

**Kelly J. Andreano
Donald Benson
Joseph Boberg
Brenda Hanson
*Richard Helmich, Jr.
Frank H. Higgins
Laurie A. Hunt
Norman L. Marsh
*Timothy J. Nagle
Robert A. Parker
*Ginger D. Schroder
*Richard C. Smith
Jeffrey R. Stoltenberg
Steven H. Teachman

**Human Services Committee Chair
*Human Services Committee Member



DEPARTMENT OF THE AGING MANAGEMENT TEAM

Bonnie Saunders	Director
Susan Carney	Deputy Director
Kim Connell	Nutrition Program Director
Ellen Herner	RSVP Program Director
Michele Spring	Fiscal Officer
Mandi Hemphill	Case Supervisor
Katie Wilkinson	Case Supervisor
Kaitlyn Fitzgerald	HDM Supervisor
Andrew Beneng	Unit Supervisor

ADVISORY COUNCIL 2026 (Current)

Ann Battaglia	Mary Rich
Rita Fischer	Sylvia Say
Barb Hastings	Terry Shaw
Herbert C. McArthur	Richard Smith
Ronald Moore	Dr. Kevin Watkins
Amanda Nobrega	

LONG TERM CARE COUNCIL 2026 (Current)

Ann Battaglia	Healthy Community Alliance
Jeanette Carlin	Alzheimer's Association
Ashley Henhawk	Western New York Independent Living
Wendy Jastrzab	Directions in Independent Living
James Lawrence	Cattaraugus County Health Department
Sue McAuley	United Way of Cattaraugus and Allegany Counties
Steve McCord	Cattaraugus County Veterans Service Agency
Mary O'Leary	Cattaraugus County Community Services
Roxanne Padlo	Total Senior Care
Tammy Schmidt	The Pines Nursing and Rehabilitation
Brooke Schnell	Cattaraugus County Department of Social Services
Richard Smith	Cattaraugus County Legislature
Briana Snyder	Seneca Nation of Indians
Andrew Studley	Connecting Communities in Action
Patricia Tedesco	Office for People with Developmental Disabilities
Dr. Kevin Watkins	Cattaraugus County Health Department
Nichole Zink	Cattaraugus County Department of Social Services

Ex-Officio Members:

M. Andrew Burr, Legislative Chairman
Ginger Schroder, Legislator

Kelly Andreano, Legislator
Kelly Reed, County Administrator

MISSION, VALUES, & VISION of the Cattaraugus County Dept. of the Aging

The Cattaraugus County Department of the Aging was created in July of 1975, and since its inception has coordinated with existing community services, planned, developed, and/or administered needed programs, while also promoting new and better services for all individuals age 60 or older.

In accordance with the Older Americans Act and the vision of local government, the primary goal of the Department of the Aging is to enable the estimated 20,975 older adults of Cattaraugus County to maintain or improve their quality of life in the least restrictive, most cost effective way.

The mission is to help all older adults to be as independent as possible for as long as possible, with an emphasis on hard to serve and diverse populations. We fulfill this mission through advocacy, development, and delivery of person-centered, consumer oriented, and cost-effective policies, programs and services that support and empower older adults and their families, in partnership with a network of community organizations.

With respect for the dignity, independence, and strengths of aging Cattaraugus Countians, with compassion for their needs, and with zeal in the promotion of their interests, the Department of the Aging shall:

- ❑ Anticipate, plan, coordinate, and support services and benefits to help older Cattaraugus Countians meet their diverse physical, social, and economic needs;
- ❑ Fairly and equitably allocate County, State, and Federal funds to communities throughout the County, identify quality programs to receive those funds, and ensure their effective and efficient use to meet the needs of older persons and their families;
- ❑ Expand resources for the aging through advocacy and through private and public partnerships in the creation of new programs and revenue enhancing innovations;
- ❑ Develop and encourage opportunities for older persons to serve their communities and to work as long as they wish;
- ❑ Assist older persons and their families to access existing resources and inform and educate the general public about aging issues; and
- ❑ Emphasize the development and accessibility of home and community-based services to prevent premature institutionalization.

MISSION, VALUES, & VISION of NY Connects

Cattaraugus County NY Connects is an Aging and Disability Resource Center (ADRC) that provides accessible, coordinated and person-centered answers to the long term care needs of county residents and those who care for them. It is a “no wrong door” model of information and assistance through a collaboration of the Cattaraugus County Departments of Aging, Social Services, Health, Veterans Administration, Community Services (Mental Health), OPWDD (Office for People with Developmental Disabilities), and Directions in Independent Living. The system will:

- ❑ Encompass consumer choice, offer system integration for programs that are effective and responsive, promote personal responsibility, serve all socioeconomic groups, provide quality care, and ensure accountability, efficiency and affordability.
- ❑ Provide a consumer-centered entry point for information and assistance about long-term care and will direct consumers to linkages to services that assist individuals of all ages with long-term care needs, ensuring unbiased information and conflict-free case management.
- ❑ Provide information and assistance to all individuals who need long-term care, their caregivers, and those planning for future long-term care needs, whether it is anticipated that public or private sources of payment will be used. Supports a collaborative effort that ensures accountability, efficiency, and affordability for the consumer.



NY Connects
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Services and Supports

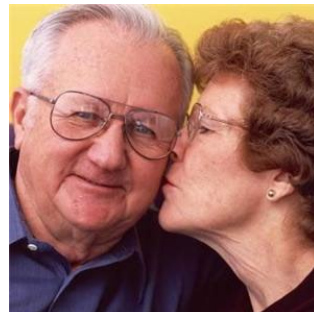


A PROFILE OF AGING IN CATTARAUGUS COUNTY

The Cattaraugus County Department of the Aging is one of the 59 Area Agencies on Aging in New York State.

Cattaraugus County spans approximately 1,310 square miles, making it the 8th largest county in New York State. With an average of 62 persons per square mile, it remains largely rural. The county's population is around 75,475, and notably, 20,975 of those residents age 60 and older. The implications for community planning and support services are significant. Today's older adults are living longer and leading more active lives, even while managing two or more chronic conditions.

It is imperative that we take a proactive approach to developing communities where older adults can age well and thrive. Community-based services are not only more cost-effective, but they also promote independence and dignity. Our agency coordinates and collaborates with community partners to plan, develop, and administer programs that support the needs of adults age 60 and older. We are committed to doing our part to ensure that Cattaraugus County remains a place where people can grow older with happiness, health, and a purpose.



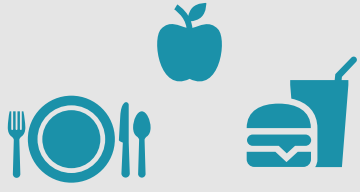
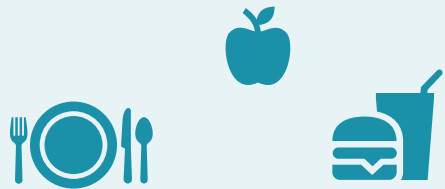
PROGRAMS AND SERVICES

INCLUDING LONG TERM CARE & OTHER COMMUNITY SUPPORT SERVICES

- ☐ Personal Care and Housekeeping
- ☐ Nutrition and Wellness Services
- ☐ Case Management
- ☐ Adult Day Care
- ☐ Personal Emergency Response Units
- ☐ Family Caregiver Support and Respite
- ☐ Caregiver Resource Center/Caregiver Services
- ☐ Health Insurance Counseling
- ☐ Pharmaceutical Assistance/EPIC
- ☐ No Wrong Door/Options Counseling
- ☐ Advocacy
- ☐ Health Promotion and Evidence-Based Programs
- ☐ Legal Services
- ☐ Benefit Screening and Advisement
- ☐ Farmer's Market Coupons
- ☐ Elder Abuse Prevention
- ☐ Weatherization/Home Access
- ☐ Public Information
- ☐ Information/Referral
- ☐ Assessment and screening
- ☐ Case Assistance
- ☐ Outreach/Education
- ☐ Volunteer Opportunities
- ☐ Connection with Technology Opportunities

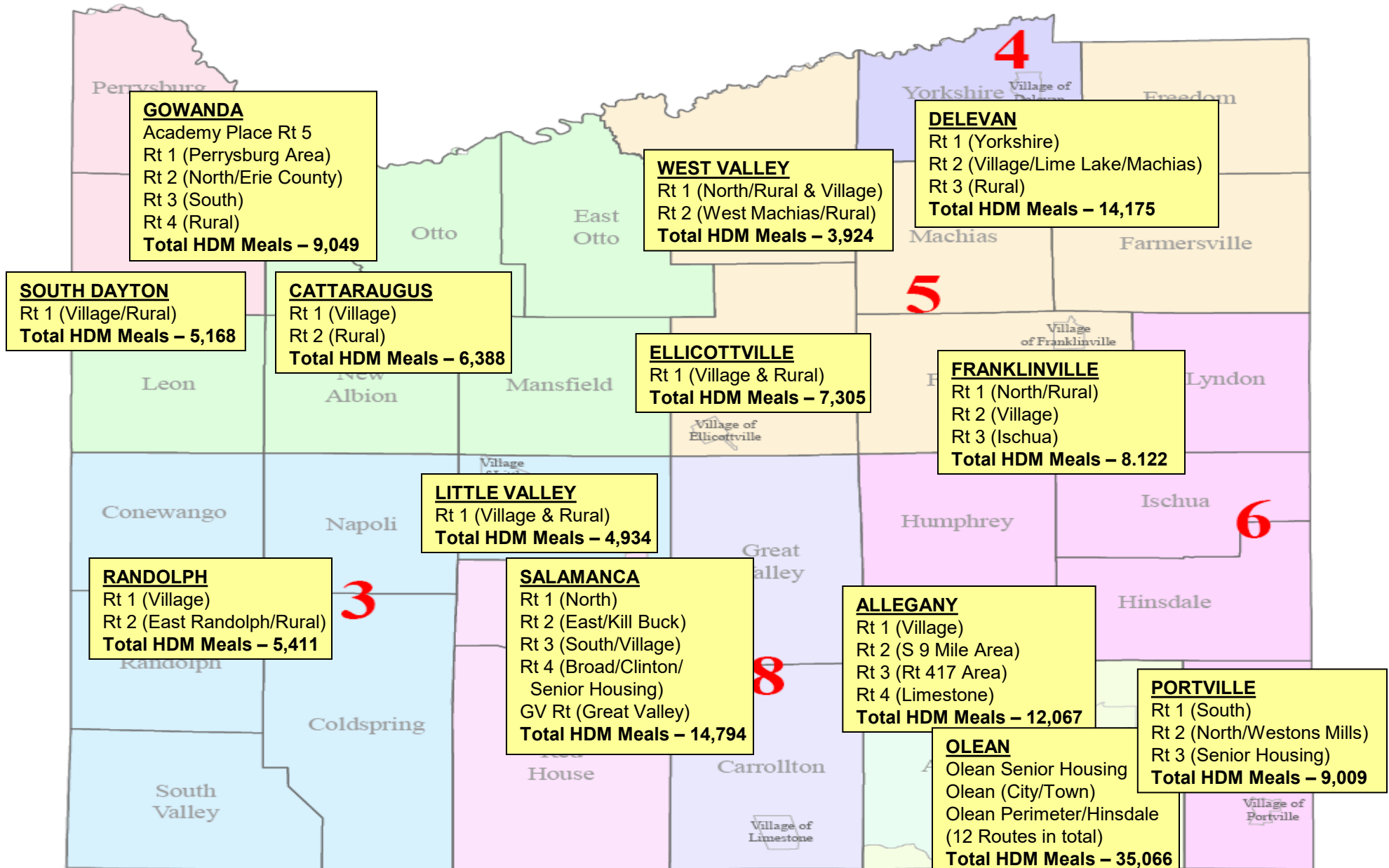
SENIOR WELLNESS AND NUTRITION PROGRAM (SWAN)

Meal Preparation ~ Congregate Dining ~ Home Delivered Meals (HDM's) ~ Grab-N-Go Meals ~ Nutrition Education/Counseling ~
Health Promotion ~ Senior Center Activities/Recreation/Education ~ Emergency Meals

	OLEAN SWAN Olean Senior Center 112 North Barry St. Olean, NY 14760 (Congregate, HDM's, Grab-N-Go)	ALLEGANY NUTRITION AND CAREGIVER RESOURCE CENTER 3 East Main St. Allegany, NY 14706 (Congregate, HDM's, Grab-N-Go)	FRANKLINVILLE SWAN First Baptist Church 27 South Main St. Franklinville, NY 14737 (Congregate, HDM's, Grab-N-Go) (Mon, Tue, Thurs, Fri)
CATTARAUGUS/LITTLE VALLEY HOME DELIVERED MEALS (No address, located out of Allegany) (HDM's)	PORTVILLE SWAN Portville Memorial Library 2 N Main St. Portville, NY 14770 (HDM's, Grab-N-Go)	LITTLE VALLEY FOOD PANTRY 207 Rock City St. Little Valley, NY 14755 *located on the Thompson Ave. side of the building* (Grab-N-Go) (Fridays only)	SOUTH DAYTON SWAN Free Methodist Church 327 Pine St. South Dayton, NY 14138 (Congregate, HDM's, Grab-N-Go)
DELEVAN SWAN 78 South Main St. Delevan, NY 14042 (Congregate, HDM's, Grab-N-Go)	RANDOLPH SWAN Municipal Building 72 Main St. Randolph, NY 14772 (Congregate, HDM's, Grab-N-Go)	ELLCOTTVILLE GRAB & GO St. Paul's Lutheran Church 6360 Route 242E Ellicottville, NY 14731 (Grab-N-Go) (Tuesdays & Thursdays)	GOWANDA SWAN Academy/Community Place 1 School St. Gowanda, NY 14070 (Congregate, HDM's, Grab-N-Go)
ELLCOTTVILLE HOME DELIVERED MEALS (No address, located out of Allegany) (HDM's)	SALAMANCA SWAN Senior Center 20 Main St. Salamanca, NY 14779 (HDM's, Grab-N-Go)	WEST VALLEY SWAN St. Paul's United Methodist Church 9372 Route 240 West Valley, NY 14171 (Congregate, HDM's, Grab-N-Go)	

HOME DELIVERED MEALS BY DELIVERY AREA 2025

44 ROUTES TOTAL



*Staff/Volunteer locations: South Dayton, Cattaraugus, Ellicottville, Little Valley, Salamanca, Franklinville, Allegany, Gowanda

2025 IMPACT REPORT

2025 IMPACT REPORT

Department of the Aging

The Cattaraugus County Department of the Aging provides or assures the provision of needed services to county residents who are age 60 or older.

138,996 meals were provided to **1,560** homebound residents

364 volunteers provided **22,597** hours of service

406.44 hours of legal services provided to **55** clients

144 people received emergency response units; **31** people received other supplemental services

347.25 hours of caregiver counseling services for **178** caregivers

763 people received health insurance counseling services

32,741 meals were provided to **347** clients at meal sites across the county

165 people received personal care/ housekeeping services receiving **19,192** hours of care

206 assistive devices were provided to **74** people / **362** IS supplies were provided to **135** people

2025 IMPACT REPORT

Department of the Aging (cont'd)

The Cattaraugus County Department of the Aging provides or assures the provision of needed services to county residents who are age 60 or older.

In 2025, secured
2,500 Farmers Market
coupons with a value
of **\$62,500**

25 clients received
6,972 hours of adult
day care services

276 hours of nutrition
counseling services for
705 seniors; other
counseling: **37** people
received **395** hours

60 people received **567** hours
of evidence based health
services; **1,653** received
14,230 health based
informational materials

1,061 clients
received **7,572** hours
of case management

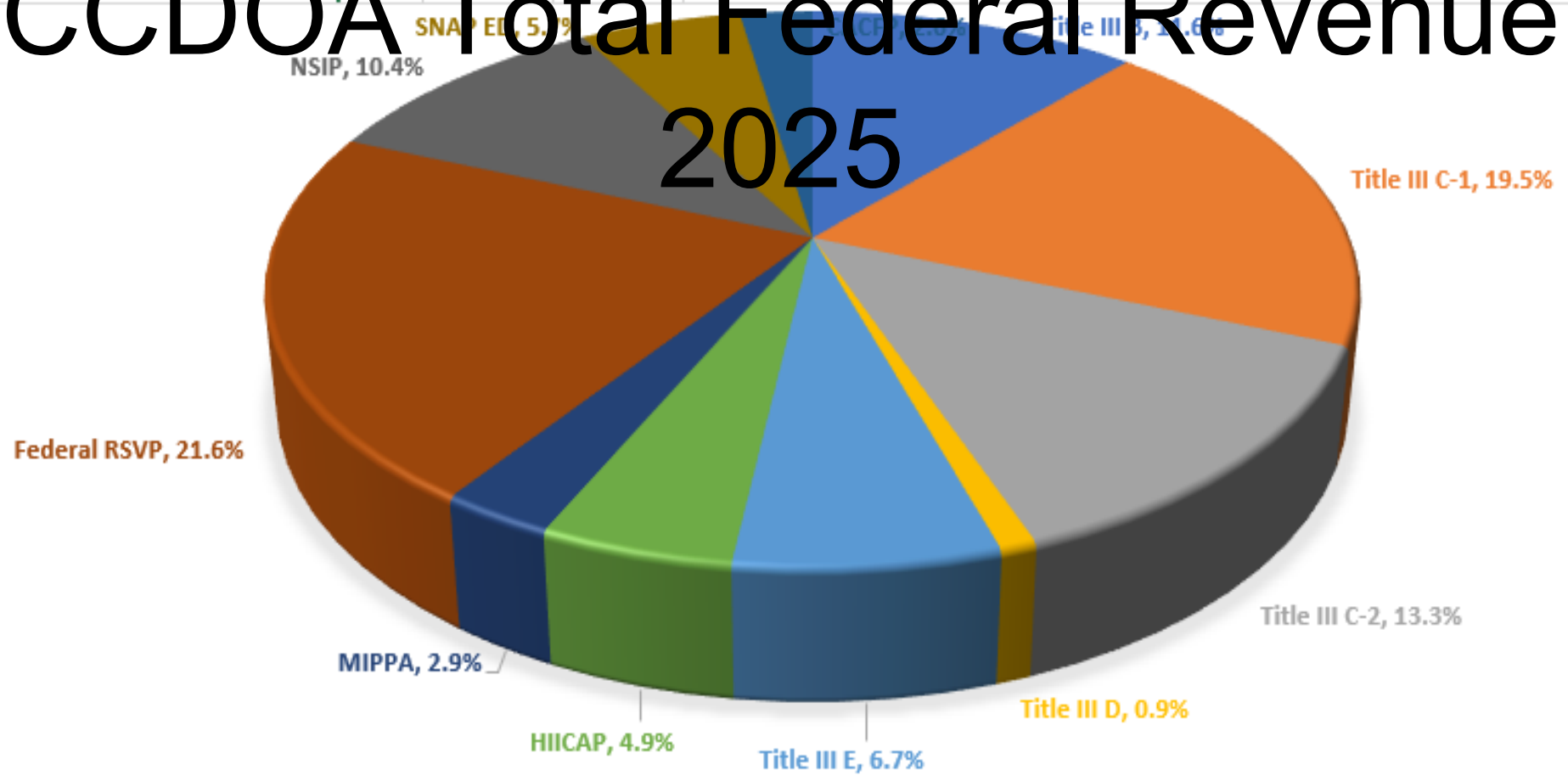
1,054 people
received **1,839** hours
of information and
assistance

13 caregiver support
groups; **31.50**
caregiver training
hours

147 people received
caregiver case
management hours and
assistance

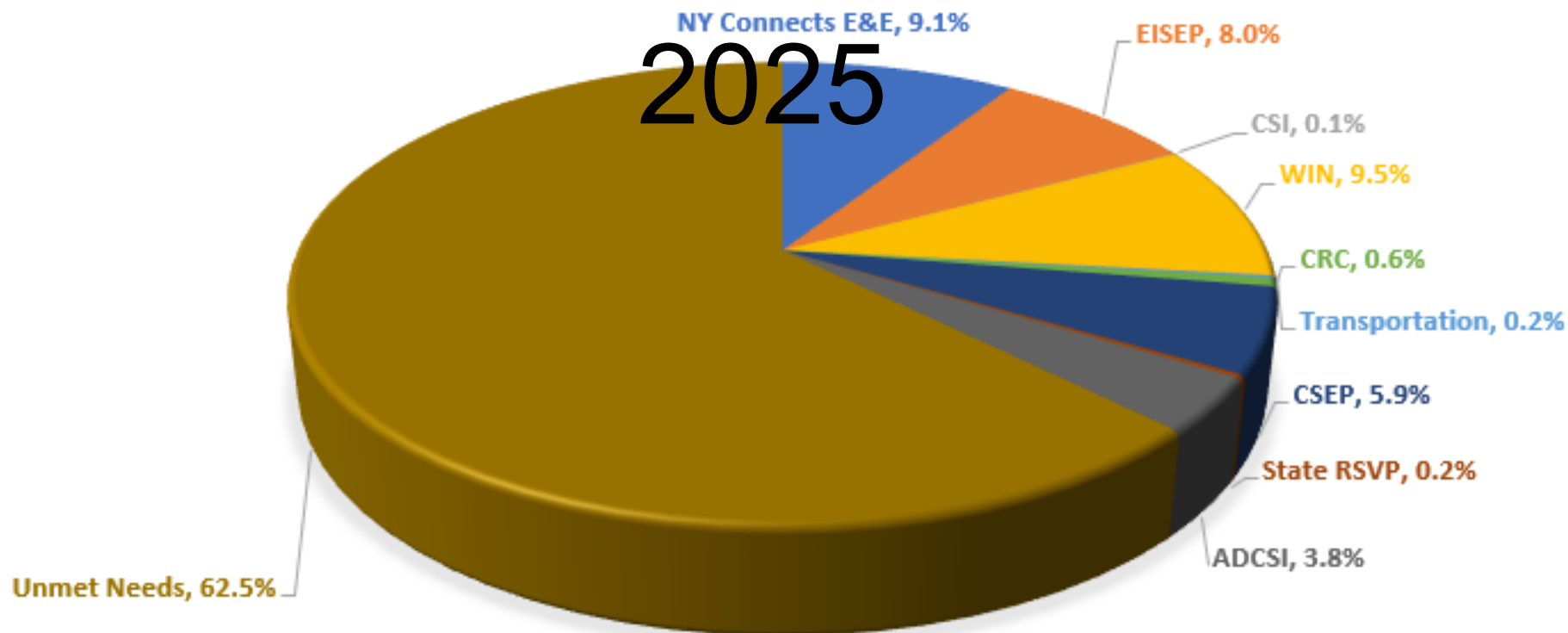
1,168.50 caregiver in-home
respite hours; **351** caregiver
out-of-home respite hours

CCDOA Total Federal Revenue 2025



Title III B	Case Management, Information & Referral, Outreach, Case Assistance, Legal Service	11.6%	
Title III C-1	Congregate Meals	19.5%	
Title III C-2	Home Delivered Meals	13.3%	
Title III D	Health Promotion/Evidence Based Programs	0.9%	
Title III E	Family Caregive Support, Respite	6.7%	
HIICAP	Health Insurance Counseling	4.9%	
MIPPA	Medicare Improvements for Patients & Providers Act	2.9%	
RSVP	Volunteer Services	21.6%	
NSIP	Meal Reimbursement	10.4%	
SNAP ED	Nutrition Services	5.7%	
CACFP	Social Adult Day Care/Other Day Programs	2.6%	

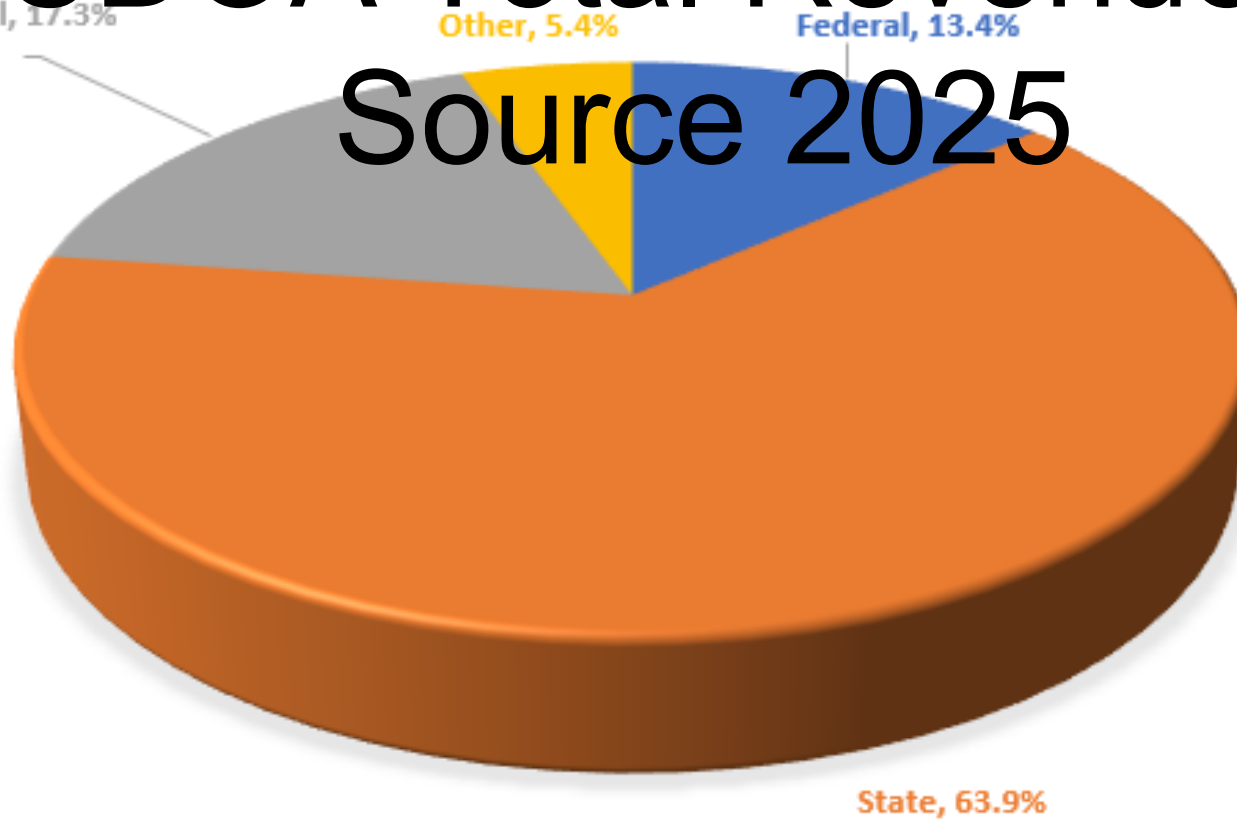
CCDOA Total State Revenue 2025



Category	Programs	Percentage
NY Connects E&E	NY Connects/ ADRC, Information & Assistance, Information & Referral/LT Services & Support	9.15%
EISEP	Personal care, Housekeeping, Personal Emergency Response Units, Adult Day Care	8.04%
CSI	Senior Center Activities	0.05%
WIN	Congregate and Home Delivered Meals	9.52%
Transportation	Transportation	0.17%
CRC	Caregiver Education, Information & Support	0.59%
CSEP	Transportation, Adult Day Care, Case Management, I & R	5.94%
RSVP	Volunteer Services	0.24%
ADCSI	NYSDOH/Western New York Alzheimer's caregiver Partnership	3.77%
Unmet Needs	Support additional service capacity through NYSOFA programs	62.54%
		100.00%

CCDOA TOTAL REVENUES BY SOURCE 2025

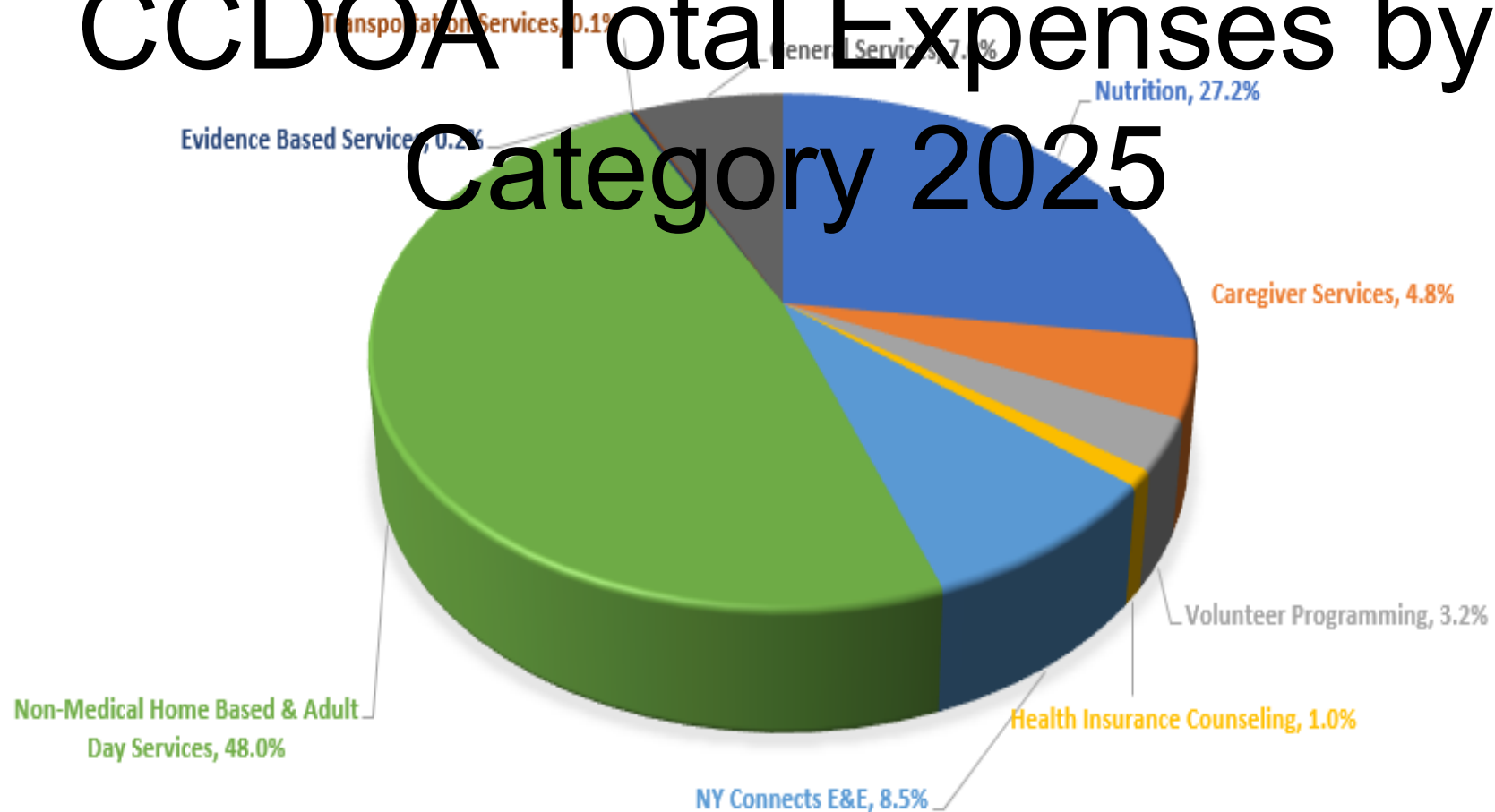
CCDOA Total Revenues by Source 2025



Source		Percentage
Federal Award		13%
State Award		64%
Local Share		17%
Includes MLTCs, Participant Contributions and Donations		5%
Total:		100.00%

CCDOA TOTAL EXPENSES BY CATEGORY 2025

CCDOA Total Expenses by Category 2025



Category of Expenses	Programs	Percentage of Total Expenses
Nutrition	WIN, Title 111 C-1, Title III C-2, NSIP, SNAP ED, CACFP, CSI	27.24%
Caregiver Services	ADCSI, Title III E, CRC	4.83%
Volunteer Programming	Federal RSVP, NYS RSVP	3.18%
Health Insurance Counseling	HIICAP, MIPPA	0.99%
NY Connects E&E	NY Connects E&E	8.49%
Non-Medical Home Based & Adult Day Services	EISEP, CSEP, Unmet Needs	47.97%
Evidence Based Services	Title III D	0.19%
Transportation Services	AAA Transportation	0.12%
General Services	Title III B, HEAP, Other	6.99%
	Total	100.00%

2025 ACCOMPLISHMENTS AND HIGHLIGHTS (continued)

Community Engagement & Public Awareness

Highlights (Continued)

- Hosted the Alzheimer's Association at the Allegany Center to provide dementia education.
- Collaborated with the Center for Elder Law and Justice to provide free Mobile Legal Unit consultations in Cattaraugus County.
- Promoted the Center for Elder Law and Justice's Financial Management Volunteer Assistance Program.
- Co-presented and tabled at events on the Allegany and Cattaraugus Seneca Nation territories.
- Participated in local health and wellness fairs at Absolut Care, Total Senior Care, the YMCA, Seneca Nation, and the Olean Public Library.
- Dispersed information in honor of National Family Caregiver Month at the VA Caregiver Resource Fair.
- Presented information on NY Connects, RSVP, and Department of the Aging services to the Rotary Club, Cross Alliance Church, and VA Resource Fair attendees.
- Continued participation in Resources and Advocacy for the Aging and Disabled (RAAD) and the Trauma-Informed Coalition.

2025 ACCOMPLISHMENTS AND HIGHLIGHTS (continued) Community Engagement &

Community Engagement & Public Awareness continued Public Awareness

- Participated in the County Health Department's Community Health Assessment Steering Committee and the Healthy Cattaraugus County Social Determinants of Health Accelerator Project, strengthening collaboration to improve community health outcomes.
- Featured on Spectrum News for work with the Elder Multi-Disciplinary Team in successfully assisting an older adult who was scammed by a contractor, helping to raise awareness of elder abuse prevention and available community resources.
- Expanded the Department's social media presence by consolidating communications into a single Facebook page, creating a streamlined and consistent source of information for the community.
- Utilized Blooming Health communication to share timely information with community members. During periods of extreme weather, the platform enabled rapid outreach while allowing recipients to request assistance or notify the Department that they were safe.
- Continued a partnership with CASA-Trinity by contributing articles to its bimonthly newsletter which is distributed at Senior Wellness and Nutrition sites throughout the county and included with home-delivered meals, expanding outreach to older adults and caregivers.
- Promoted volunteerism and caregiver support through caregiver appreciation events, educational programs, support groups, and Caregiver Get-Togethers, increasing awareness of available resources while fostering community connections.

2025 ACCOMPLISHMENTS AND HIGHLIGHTS (continued)

Health & Safety Education

Health & Safety Education

- Responded to several severe weather events.
- Provided referrals and support for Falls Prevention programs offered by Ardent Solutions.
- Raised scam awareness through multiple platforms.
- Participated in Care Connection Day to network with local care coordinators and providers.
- Mentored Saint Bonaventure student interns who provided health promotion outreach at several SWAN sites.
- Facilitated NYS Citizens Preparedness Corps free disaster preparedness training.
- Increased health promotion literature and education opportunities.
- Staff are Narcan trained. The department secured \$7,000 in Opioid Settlement funds to expand opioid education and training services. We partnered with 20 local agencies to provide education.

2025 ACCOMPLISHMENTS AND HIGHLIGHTS

Advocacy and Leadership

Advocacy and Leadership

- Maintained staff representation on multiple community boards to support advocacy and education.
- Program surveys conducted quarterly.
- Updated Advisory Council by-laws.
- Added an additional Health Insurance Counselor and full time coverage for the reception desk.
- Utilized grant funding from the Health Foundation of Western and Central New York to provide Department-wide training on trauma-informed care principles, strengthening staff development and fostering a culture of humility, empathy, and respect in interactions with older adults, caregivers, colleagues, and community partners.
- Renewed SAGECare credential for LGBT Cultural Competency certification.
- Promoted cultural competence by encouraging staff participation in training focused on creating a safe environment, person-centered practices, and cultural humility.

2025 ACCOMPLISHMENTS AND HIGHLIGHTS (continued)

Interagency Partnerships &

Interagency Partnerships & Innovation

- Collaborated with Interfaith Caregivers and nutrition program staff to distribute durable medical equipment and Christmas gifts to homebound older adults.
- Hosted St. Bonaventure University students for intergenerational outreach at SWAN sites and partnered with student groups like the Art and Swim Clubs and Bonagany.
- Built relationships with Universal Primary Care by presenting Department and NY Connects services to resident physicians.
- Implemented new contracts with one additional traditional home care agency and one consumer-directed provider to expand in-home care options.
- Partnered with DSS and Intandem to provide work experiences for individuals with disabilities.
- Partnered with Cattaraugus County Health Department's Veggie Wheels program for nutrition outreach.
- Collaborated with the Department of Social Services and Center for Elder Law and Justice to promote **World Elder Abuse Awareness Day** (WEAAD) and hosted multiple educational sessions across the county.

2025 ACCOMPLISHMENTS AND HIGHLIGHTS (continued)

Nutrition & Wellness Programming

- Expanded evidence-based health promotion sessions, including **Tai Chi for Arthritis, Tai Chi for Falls Prevention and SNAP-Ed**.
- Partnered with Cornell Cooperative Extension to offer **Elderberry Senior Cooking Classes**.
- Distributed **2,500 Farmers Market booklets** worth **\$62,500** in fresh local produce to older adults.
- Partnered with Connecting Communities in Action for food box delivery to homebound individuals.
- Initiated a Congregate Breakfast Club.
- **SNAP-Ed** activities included:
 - Education on eating healthy on a budget
 - Distribution of **375 vegetable and herb planters**
 - Gardening classes, food safety, and nutrition education
 - Nutrition-focused guest speaker expos
 - Printed nutrition ed sent to homebound individuals monthly
- Collaborated with **Blooming Health** and NYSOFA to quickly survey older adults during emergencies, earning recognition for innovation.
- Continued to expand the Blooming Health platform, increasing the agency's ability to send emergency messages and receive real-time feedback from recipients.

2025 ACCOMPLISHMENTS AND HIGHLIGHTS (continued)

Nutrition Unit Partnerships:

- Cattaraugus County Health Department: Veggie Wheels
- Chautauqua County: SNAP-Ed
- St. Paul's Lutheran Church: Grab N Go meals
- Saint Bonaventure Health Professionals program
- Saint Bonaventure student groups: Art and Swim clubs
- Department of Social Services: Elder Abuse Prevention
- Connecting Communities in Action: Food boxes
- University of Buffalo medical students: Wellness options; brain health
- Ardent Solutions: Carfit



Volunteerism

Volunteerism

- Over 364 volunteers
- 18,152 hours served
- Annual volunteer economic value of \$698,450



2025 Training Sessions

- ❖ Person-Centered Support for People Making Decisions
- ❖ Home Visit Safety Training
- ❖ New York State Harassment and Discrimination Annual Training
- ❖ State Wide's Patient Advocate Program Teach in: Advocating about Hospital Care to the NYS Dept. of Health
- ❖ HIICAP Stars Reporting Training
- ❖ Federal and State funds available for senior center
- ❖ Guardianship and Elder Abuse
- ❖ Introduction to Managed Long-Term care and the Independent Consumer Advocacy
- ❖ Introduction to Long Term Care Services through Medicaid Managed Care
- ❖ Introduction to MLTC and ICAN
- ❖ Get Care Directory Trainings
- ❖ Patient Advocate Program Teach In
- ❖ Peerplace Monthly Champion Call / Drop in calls
- ❖ Workplace Violence Prevention Annual Training
- ❖ Preventing Disability Discrimination
- ❖ 2025 Medicaid Eligibility: Understanding the New Limits and How to Qualify
- ❖ Medicaid Monday- The CDPAP Transition
- ❖ AmeriCorps Modernization update
- ❖ Waiting List "How To" Webinar
- ❖ STOPP Southern Tier Overdose Prevention Program
- ❖ TICCAT Reception
- ❖ Intellectual and Developmental Disabilities Ombuds program (IDDO)
- ❖ Article 81 Guardianship and Elder Financial Abuse
- ❖ Practical Tips for Getting and Keeping Medicare Covered Care
- ❖ Person Centered Practices with People with Dementia
- ❖ Medicare Coverage Choices for Federal Employees and Annuitants
- ❖ New York Connects Information and Assistance Certificate Program (NY)/CADER
- ❖ Legal Basics: Social Security Retirement Benefits
- ❖ Medicaid Monday: The 2025 Medicaid Update - Are You Prepared?
- ❖ Person-Centered Thinking and the HCBS Final Rule
- ❖ Observation and Appeals Part II
- ❖ Interfaith Caregivers Training
- ❖ HIPAA training
- ❖ Medicare Savings Program (MSP) Enrollment
- ❖ OAPCTI Training
- ❖ Scams 101 for Professionals
- ❖ Known Unknowns: The New Federal Administration and New York Public Insurance Programs
- ❖ 25-PI-01: National Family Caregiver Support Program Standards
- ❖ Medicaid Monday- Challenges and planning for "Single Seniors"
- ❖ HIICAP Reporting Office Hours
- ❖ Person-Centered Practice and Cultural Humility
- ❖ Aging and the Spectrum of Cognitive Changes

**CATTARAUGUS COUNTY
DEPARTMENT OF PLANNING (2024-2028) CONNECTS
FOUR-YEAR PLAN (2024-2028) GOALS**

- Goal #1:** Further the vision of the Older Americans Act to cultivate innovative approaches reflective of local needs and preferences.
- Goal #2:** Enable older New Yorkers to remain in their own homes with high quality of life for as long as possible through the provision of home and community-based services, including supports for family caregivers.
- Goal #3:** Create an age-friendly New York where home and community-based services are available and accessible to those who most need them, when they need them.
- Goal #4:** Ensure the rights of older New Yorkers and prevent their abuse, neglect, and exploitation.
- Goal #5:** Empower older New Yorkers to stay active and healthy through Older Americans Act services and those offered under Medicare.
- Goal #6:** Integrate COVID-19 lessons and adaptations into standard practice while preparing the aging network, and those served by the network, to successfully respond and adapt to future emergencies and disasters.
- Goal #7:** Promote equitable access to older adults in greatest social and economic need throughout all programs and services administered.
- Goal #8:** Support continuation of growth of state and local policy, programs, and investments that complement and expand upon the Older Americans Act programs.
- Goal # 9:** Family caregivers will be recognized, assisted, included, supported, and engaged through a variety of programs so that they can care for their care receivers at home for as long as possible.

STRATEGIES TO ACHIEVE FOUR-YEAR PLAN GOALS

STRATEGIES TO ACHIEVE FOUR-YEAR PLAN GOALS

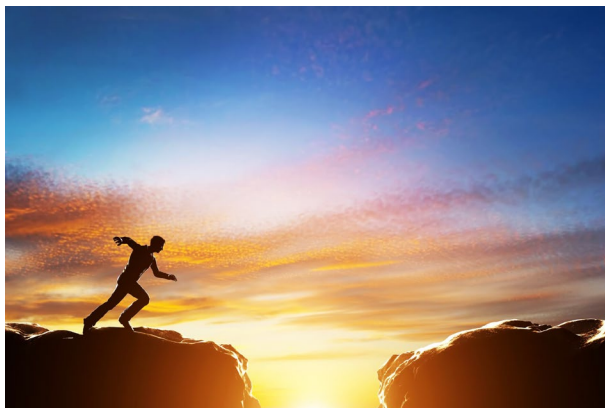
- Increasing our social media presence to enhance awareness of programs and services available to older adults and their caregivers.
- Collaborating with community-based organizations to promote the use of technology by older adults and their caregivers to access information, and also as an avenue to reduce social isolation.
- Working collaboratively to address the homecare worker crisis.
- Identifying resources that can assist with home modifications and ancillary services that promote community living.
- Expanding older adults' access to technology options and awareness of state and local technology programs.
- Sustaining a robust congregate and home delivered meal program which is responsive to the needs and preferences of older adults in Cattaraugus County.
- Promote and collaborate on abuse prevention and education for older adults, caregivers and community organizations.
- Partnering with nonprofit organizations, private entities, governmental agencies, and individuals to build local, integrated legal services delivery systems that effectively and efficiently use the resources of the legal and advocacy communities to prevent the abuse, neglect, and exploitation of older adults and protect their rights.

STRATEGIES TO ACHIEVE FOUR-YEAR PLAN GOALS

- Strengthening training opportunities for trauma-informed care.
- Enhancing evidenced-based classes: Tai Chi for Arthritis and Powerful Tools for Caregivers.
- Collaborating with the local university's health professions students to provide health-related outreach/educational opportunities in multiple areas of the community.
- Raising Medicare awareness and enrollment in the Medicare Savings Program benefit.
- Educating Medicare beneficiaries on Medicare preventive and Medicare wellness benefits and the importance of these services.
- Participating in ongoing training in basic disaster and emergency preparedness activities.
- Working collaboratively with the county Emergency Operations Center.
- Maximizing client and caregiver opportunities to participate in Blooming Health and providing education on its ability to send out emergency information and allows those participating to send a request back for more information or a request for contact from a DOA worker.
- Expanding on the use of technology for telehealth and to reduce social isolation.
- Re-establish volunteer-led telephone reassurance programming.

STRATEGIES TO ACHIEVE FOUR-YEAR PLAN GOALS

- Fostering intergenerational wellness partnerships with St. Bonaventure University health professions students who will visit Senior Wellness and Nutrition sites throughout the county to provide health and wellness educational activities.
- Reducing the number of individuals who are waiting for services.
- Partnering with community-based organizations to provide information and access to services and programs that meet the needs of the people we serve.
- Maximizing awareness and outreach to support caregivers.
- Helping caregivers recognize themselves as a caregiver so that they can better access the services, resources and support available to them.
- Cultivating a caregiver center where caregivers and care receivers can enjoy shared activities in a non-judgmental space.



Wynn Boyd

Wynn Boyd Older New Yorker of the Year

Awardee:

Wynn Boyd

Cattaraugus County



The Cattaraugus County Department of the Aging is proud to recognize Wynn Boyd as one of Cattaraugus County's 2026 Older New Yorker of the Year awardees. Wynn, an 84-year-old lifelong resident of Delevan, New York, has dedicated his life to service, family, and community. He and his late wife, Mary, raised three daughters. He enjoys spending time with his many grandchildren and great grandchildren.

For 40 years, Wynn served as an HR Director at a manufacturing plant in Arcade, New York, where his natural ability to connect with people made a lasting impact. That same passion for others is reflected in his 22 years of volunteer service at the Delevan Senior Wellness and Nutrition site.

Wynn delivers more than meals; he brings companionship, conversation, and care to everyone he visits. He also volunteers in the kitchen alongside his daughter, Chris, helping prepare meals and supporting congregate dining, where he enjoys sharing stories and fellowship.

Wynn's commitment to service extends even further. He served as a volunteer firefighter for 40 years, courageously protecting his community.

Wynn believes volunteering is rooted in love. Through decades of selfless service, Wynn exemplifies compassion, dedication, and the true spirit of community.

Patricia Yasurek - Older New Yorker Older New Yorker of the Year of the Year

Awardee:

Patricia Yasurek

Cattaraugus County



The Cattaraugus County Department of the Aging is proud to recognize Patricia Yasurek as one of Cattaraugus County's 2026 Older New Yorker of the Year awardees. Patty, a native of Oil City, Pennsylvania, was born in 1958 as the seventh of ten children, growing up alongside six sisters and three brothers. In August of 1981, she married her longtime love, Michael. Together they built a life rooted in family and service, relocating to Gowanda, New York in December of 1991. They are the proud parents of three daughters and have been blessed with four granddaughters and two grandsons.

Patty has always been deeply civic-minded, serving her community with unwavering passion and dedication. At the Gowanda Senior Wellness and Nutrition site, her station manager notes that Patty not only supports kitchen operations but also steps in to deliver meals when needed. Her commitment, however, extends far beyond her formal role.

Patty is known throughout her community for her selflessness. She regularly assists neighbors by making home repairs, cleaning, and providing transportation to medical appointments, picking up medications, doing laundry, and preparing meals. A fierce advocate for older adults, Patty consistently goes above and beyond to ensure others are cared for and connected.

Her generosity is perhaps most evident in the way she opens her home to others - welcoming individuals for meals and ensuring no one spends holidays alone. She continues to visit and support those who have transitioned into nursing homes. She demonstrates a level of compassion that is both rare and inspiring. For Patty, volunteering is a source of personal pride. She believes deeply in the value of helping others and encourages everyone to experience the fulfillment that comes with volunteering and giving back to their community.



Kelly Reed, County Administrator, helping prepare fruit for meals at the Nutrition and Caregiver Resource Center



Karen Hintz, Site Manager; Lena Hwang, Volunteer; Michael Brisky, Deputy County Administrator; Dr. Ben Hwang, Volunteer



Allegany Nutrition and Caregiver Resource Center Grand Opening



Allegany Nutrition and Caregiver Resource Center Grand Opening



Allegany Nutrition and Caregiver Resource Center Grand Opening



2025 Volunteer Recognition Gala - Disco Party



2025 Volunteer Recognition Gala - Disco Party



2025 Volunteer Recognition Gala - Disco Party



2025 Volunteer Recognition Gala - Disco Party



Janice Biscup honored for 45 years of service as site manager for the Randolph Senior Wellness and Nutrition Site

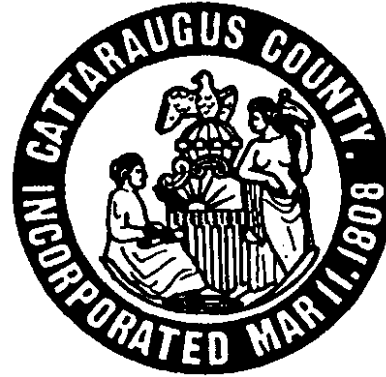


Randolph Senior Wellness and Nutrition site

SAVE THE LUNCH CAMPAIGN 2025



The End



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